

CURRICULUM VITAE

Bhaktidan Gadhavi

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To attain professional excellence and contribute towards the success of the organization through a leadership role in Strategic Planning and team management, having an overall 15 years of exposure, with proven ability in Customer Relationship Manager.

CAREER SYNOPSIS

- With 15 years' experience in customer Relationship Manager.
- Seeking a challenging career where in I can explore my skills and grow on the ladder of success along with the company.
- In depth knowledge of day to day activity in agriculture business(Tractor industry)10years Experience

EMPLOYMENT RECITAL:



17 November 2017 to Till date HDB FINANCIAL SERVICES LTD. Sales Manager (B2 Grade)

Role:

- ✚ Handling Team of 3 person
- ✚ To maintain all process from login to Approval of Agriculture base loan files.
- ✚ 1) Recovery Management:
 - ✚ Responsible for initiating repossession proceeding, maintain records of collection and status of accounts.
- ✚ 2) Customer relations and cross selling:
 - ✚ Responding to customer queries and grievances and providing timely information and redressal.
- ✚ Meeting with clients and understanding their credit needs and requirements
- ✚ Creating terms and conditions for each client
- ✚ Query communication to related Customer & Dealer

June-2013 to 15 November 2017 TATA Capital Financial Services Ltd. Sales Officer (J Grade)

Role:

- ✚ To maintain all process from login to Approval of Agriculture base loan files.
- ✚ 1) **Pre- Disbursement Activity:**
 - ✚ Handling foot falls at the dealerships and dealership related activities.
 - ✚ Field Investigating Activity.
 - ✚ Lead generation through promotional activities conducted by SFL.
 - ✚ Collection of prospective customer information.
- ✚ 2) **Disbursement:**
 - ✚ Processing application for approval.
 - ✚ Obtaining documents from customers for payment.
 - ✚ Collection invoice/Insurance and other respective papers.
 - ✚ Processing the loan documents for payment.
- ✚ 3) **Post Disbursement:**
 - ✚ Confirmation of delivery of vehicle finance processed.
 - ✚ Collection of registration certificate if applicable.
 - ✚ Collection of insurance policy if applicable.
- ✚ 4) **Recovery Management:**
 - ✚ Responsible for initiating repossession proceeding,maintain records of collection and status of accounts.

✚ 5) **Customer relations and cross selling:**

- ✚ · Responding to customer queries and grievances and providing timely information and redressal.
- ✚ Exploring favorable cross selling opportunities with the customers.
- ✚ · Monitoring the entire Saurashtra-Kutch Tractor Dealer.

March-2009 to June-2013

Jay Kishan Tractors-Dhrol

Sales & Retail Manager

(Autho. Dealer of EICHER Tractor Sales & Spare)

Role:

- ✚ To maintain all process from Dealership Retail & Sales
- ✚ Management all staff of Dealership
- ✚ Attend all meeting of EICHER company management
- ✚ · Good communication skills and presentation skills.
- ✚ · Marketing and negotiating skills.
- ✚ · Knowledge about latest products in the market and ability to adapt to changes

November-2002 to March-2009

Bhavani Tyres Rajkot.

Sales as a Proprietor

Role:

- ✚ Understanding client's needs and requirement & satisfied the service.
- ✚ Good sealing experience for tyres, tube & oils

SCHOLASTICS

Education	University	Year of passing	Class
SSC	G.S.S.B	1994	Second class
HSC	G.H.S.B	1996	Second class
B.A	Saurashtra University	2000	Pass class

PERSONAL DOSSIER:

Date of Birth : 11th March, 1978. (41 year)

Address : "Parth", Block No 98'B, 7 Gayatridham Society, Jamnagar Road, Rajkot-360006

Language Known : English, Hindi & Gujarati.

Father : Retired [Govt.School](#) Teacher.

Mother : House Wife

Spouse : House Wife

Child : Daughter

Hobbies : Playing Cricket, Reading, Music & Movie

Computer Skills: Basic knowledge.

Your faithful,

Bhaktidan Gadhavi

Rajkot – 98248 18497

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